**Jason Anthony Lima** (mobile) **213.314.2220** (email) jal@advtech.com

**(Available for phone/ in-person interview and immediate start)**

**Professional Summary**

* Highly practiced in client site assessment & consultation, administration, Windows *Active Directory,* Microsoft SCCM, Microsoft Exchange, onsite tape and offsite data backup, remote access, network router and switch management, wireless appliances and wireless security, and handheld smart-phone devices (Apple or Droid)
* Extensive experience in configuration of end user settings along with the transfer of the end user settings and data. An example of this was the Win 10 upgrade from Wind 7 at UPS. Deployment and post deployment support of all computers by scheduled visits with end users. Provide end user training of company specific software. Create “How To” documentation for end user.
* Excellent proficiency in providing technical support in a Call Center environment. For example; at the NEAT company for their digital filing system software and hardware on the Windows/MAC platform. Call tracking and ticket resolution. Helpdesk to support technician (receiving escalating phone calls). Interact with customer regarding current ticket and logmein tool used to remotely support customer – Tier III.
* Hands on experience in providing one on one technical support. An example at RBS/Citizens Bank RI (East Providence, RI) was for the GLBA project using “Hyena” *Active Directory* tool to collect data. The data provided was used to specify each user’s rights and permissions. The data also included the end user’s current group membership. All Citizens Bank employees were scheduled for a review of their current user and future user rights/group membership.

**Computer Certifications:**

Comptia A+

Microsoft Certified Systems Engineer

Microsoft Small Business Certification

**Skills:**

Microsoft Servers (NT4.0/2000/2003/2008R2/2011) Microsoft Windows Small Business Server (4.0 – 2011)

Microsoft Desktop Operating Systems (NT4.0/XP/Vista/ 7/ 8/10)

Exchange5.5/2000/2003/2007/2010

Apple 10.4/10.5/10.6/10.7/10.8/10.9

Router/Firewall, Sonicwall, Barracuda, Watchguard, Checkpoint, Medusa, Cisco,

Antivirus Suites, McAfee, ESET, Trend-Micro, Symantec Anti-Virus Suites

**Education:**

* B.S. Biology, University Massachusetts @ Amherst, 1997

**Experience:**

**Randstad Technologies, LLC - Contractor**

**Medline Industries, Inc. Uxbridge, MA 01569**  **Jan 20 – August 20**

**PC Support Technician**

**Responsibilities:**

* Provide onsite support to users with all technology related issues.
* Configure, install and support workstations, laptops, printers, tablets, phones, RF devices, headsets and other networked devices.
* Troubleshoot, document, and escalate technology related issues to helpdesk.
* Work with helpdesk/WMS/hardware team/telecom to resolve HEAT tickets.
* Perform technological analysis of hardware/software and recommend tested and proven solutions
* Migrate and integrate hardware from site Medline site B40 into site C40.
* Prepare C40 site network documentation.
* Manage inventory. All new and spare PC hardware including; PC related equipment documented.
* Meet with C40 Site Management daily to discuss and implement MEDLINE technological solutions.

**UPS, Brockton and Norwood, MA facilities and also UPS Providence, RI facility**

**Lancesoft - Contractor**  **May 2019– Jan. 20**

**Windows Systems Administrator**

**Responsibilities:**

* Active Directory user account configuration, global group management and GPO administration.
* Active Directory computer account management and administration.
* Update UPS network site facility documentation.
* Windows 7 to Windows 10 Migrations for both UPS internal and UPS external customers.
* E-Recycle/Retirement of computers that were out of warranty period.
* Onsite and remote support of UPS Worldship software (ODBC, Import and Export of company data).
* Imaging of new HP computers for internal UPS deployments.
* Installation and configuration of all UPS company hardware (routers/switches/servers/ups)
* Installation and configuration of all UPS propriety software and Microsoft internet browsers.
* Configuration of end user settings Transfer of end user date.
* Support of all computers onsite and at external UPS customer sites. Support of Zebra Label Printers.
* Lead and complete Bluetooth Beacon project for UPS Smart Scan.
* Provide end user training
* Ranked the #1 TSG district in the US in October 2019

**Corporate IT Solutions, Norwood, MA Apr 2014 – Feb 2019**

**Tier II Helpdesk Technician Team Leader**

**Responsibilities:**

* Windows XP to Windows 7 Migration at Boston Medical Center/BU campus and Blue Cross Blue Shield RI Over 17,500 Dell PC’s successfully deployed.
* Tasks included Dell service tag research and documentation.
* Removal and Addition of memory modules into Dell PC’s within warranty.
* Retirement of computers that were out of Dell warranty period.
* All end user data saved by visiting each computer and running a script or manual backup of data to server specific folder.
* Imaging of new and old computers using a Dell computer model specific image.
* Deployment of Dell Windows 7 computers.
* Installation and configuration of all company software and internet browsers.
* Configuration of end user settings Transfer of end user date.
* Post deployment support of all computers by scheduled visit with end user.
* Provide end user training of new software. Create “How To” documentation for end users.
* Administrate LAN with Dell KACE MGMT tool.
* All Windows 7 Support tickets provided by Autotask ticketing system. Direct point of contact via email and cell phone.

**Upsource, Inc., New Bedford, MA Nov 11 – Jul 13**

**Technical Support Engineer III**

**Responsibilities:**

* Provide Tier III technical support in Call Center environment for NEAT digital filing system software and hardware on Windows/MAC platform.
* Receive escalated phone calls from Helpdesk Interact with customer regarding current ticket.
* Logmein tool used to remotely support customers.
* Issuance of RMA if hardware found to be defective.

**TeamLogicIT, West Hollywood, CA Apr 12 – Sep 12**

**Systems Administrator**

**Responsibilities:**

* Onsite client assessment & consultation.
* Meet with primary decision maker of business.
* Create network documentation.
* Create work/client support tickets using Autotask tool.
* Support clients remotely using Kaseya At each site administrate Windows Server Active Directory, Exchange server, on and offsite backup, network switches, wireless devices, smart-phones and firewall.

**Native Staffing, LLC, Hampstead, MD Jun 11 – Nov 11**

**Consultant (contract)**

**Responsibilities:**

* Provide technical support at RBS/Citizens Bank RI for GLBA project using Hyena Active Directory tool.
* All customer support was done via email.
* Project consisted of folder and file permission settings Also, consisted of logging all user group memberships.
* All settings were catalogued as network documentation End users were all contacted via email regarding file folder permission changes and group membership changes.

**HCH Enterprises, LLC, Providence, RI Jul 10 – Feb 11**

**Network Administrator**

**Responsibilities:**

* Provide technical support services for 10 U.S. NAVY ERP classrooms at US Naval War College.
* Each classroom consisted of 20 Dell computers Visit each classroom daily.
* Daily technical support of 200 Dell PC’s, 10 Cisco firewalls, 10 Cox Cable Modems, and maintain/administrate network switch.
* Solve any problems that may occur with them Any computer with issue was immediately removed and replaced. Computers would then be reimaged using Symantec Ghost software then placed back into rotation.

**Executive Technology Services, El Segundo, CA Nov 10 – Apr 11**

**Systems Administrator**

**Responsibilities:**

* Client site assessment & consultation.
* Administrate Active Directory, Exchange server, on and offsite backup and network switches, wireless devices, smart phones and firewall.

**CMIT Solutions, Providence, RI Dec 09 – Oct 10**

**Systems Administrator**

**Responsibilities:**

* Client site assessment & consultation.
* Administrate Active Directory, Exchange server, on and offsite backup and network switches, wireless devices, smart-phones and firewall.

**Stamps.com, Los Angeles, CA May 09 – Nov 09**

**Tier II Support Engineer**

**Responsibilities:**

* Call Center technical support of stamps.com company hardware & software.

**24BY7, Santa Monica, CA Jun 06 – Jun 08**

**Systems Administrator**

**Responsibilities:**

* Client site assessment & consultation.
* Administrate Active Directory, Exchange server, on and offsite backup and network switches, wireless devices, smart phones and firewall.

**Advantage Technologies, Inc., Providence, RI Jan 00 – Jan 12**

**Network Engineer Tier III**

**Responsibilities:**

* Client site assessment & consultation.
* Administrate Active Directory, Exchange server, on and offsite backup and network switches, wireless devices, smart-phones and firewall.